

**EFFECTIVE**

April 1, 2017.

**Subject(s)**

1. Mail services.
2. Computers.
3. Printers.
4. Phone requests.
5. Wireless communications devices.
6. Self-defense sprays.
7. Office space.

**1) Mail Services****APO-102, Mail Services**

Forms, Mail and Records Management (FMRM) is the department liaison to DTMB for departmental mail services. Each office should develop procedures for mail.

Employees and agency contractors may not use the MDHHS mail system for personal mail. In order to provide quality service, it is imperative that staff only handle mail and packages related to official state business.

*Reason:* Conversion of former Department of Community Health (DCH) policy 01.2.1.5.1, Accountable Mail, to the Administrative Policy Manual Organization.

**2) Computers****APO-110. Computer Access**

Computer hardware, software, email and local area network systems are intended for authorized business only. All Michigan Department of Health and Human Services (MDHHS) employees, contractors, interns and others accessing MDHHS computers and/or data by any means must comply with the State of Michigan Technical Standards found in the [Administrative Guide to State Government 1300 Information Standards and Planning](#).

*Reason:* Conversion of former Department of Community Health (DCH) policy 1.1.0, Computer Access, and 1.1.2, Computer Equipment, policy to the Administrative Policy Manual.

### 3) Printers

#### **APO-123, Printer Policy**

The Department of Technology, Management and Budget (DTMB) handles technology equipment/multi-function device leasing for the Michigan Department of Health and Human Services (MDHHS). Review printers available for order through ITRAC at [DTMB Technology/Printers, Scanners & Fax Machines](#).

The Bureau of Organizational Services must approve all requests for personal desktop printers or color printers. Submit an email to [MDHHS-onboarding@michigan.gov](mailto:MDHHS-onboarding@michigan.gov) in the Bureau of Organizational Services, outlining the business reasons for a personal desktop printer, color printer, or an additional network printer.

*Reason:* Conversion of former Department of Community Health (DCH) policy 1.1.2.3, Printer Policy, to the Administrative Policy Manual.

### 4) Phone Requests

#### **APO-127, Telecommunications**

Telecommunications policy explains how to request installation, repair, or a change (including removal) of desk phones within the Michigan Department of Health and Human Services (MDHHS) according to the Department of Technology, Management and Budget (DTMB) State of Michigan Technical Procedures.

*Reason:* Converted former Department of Community Health (DCH) 1.1.2.7, Telecommunications, policy to the Administrative Policy Manual.

### 5) Wireless

#### **APO-204, Wireless Communication Devices**

Users, who have an assigned SOM mobile device (iPhone), will not be eligible to obtain or retain a desk telephone. Exceptions may apply.

#### **BYOD**

MDHHS does not allow the use of privately owned devices or Bring Your Own Device (BYOD) Program; see [Inside Michigan/DTMB/Bring Your Own Device program](#) (under the websites column).

**Note:** This website link is not viewable using the public policy manuals.

*Reason:* Policy update.

## 6) Self-Defense Sprays

### **APO-209, Use of Chemical Agents and Self Defense Tactics**

Only authorized personnel may carry and utilize self-defense spray, such as pepper spray, while on duty. It is the authorized personnel's option to carry self-defense spray. Use self-defense spray as a last resort defense mechanism in compliance with an authorized personal safety-training course. [Michigan State Police/Services/Community Service Troopers \(SCTS\)/Find a CST.](#)

The deputy director for field operations and the executive director for the children's services agency must determine compliance with applicable requirements. Refer inappropriate use of force or self-defense spray incidents to the Office of Human Resources/Labor Relations for investigation and any disciplinary action if necessary.

*Reason:* Policy clarification.

## 7) Office Space

### **APO-2016, Office Space**

Always request assistance for building related items from the Department of Management and Budget (DTMB) Customer Service at 517-373-6227 if it is a state owned facility or the property owner if it is a leased facility before and from the [Bureau of Organizational Services, Occupancy & Leased Management \(BOS-OLM\)](#) to:

- Drilling holes in any surface. Whenever possible use existing wall hangers. All pictures must be framed and do not apply tape or adhesive directly to walls.
- Performing electrical wiring, plumbing.
- Accessing any ducts, vent openings, conduit, ceiling, or sub-floor/raceway space.
- Move systems furniture.
- Relocate unusually heavy equipment such as safes or filing systems.

- Remodel or upgrade a project.

Complete a DHS-2113, Occupancy Services Work Request, for occupancy services work requests. See DTMB administrative policy [400.06, Approval and Process for Office Moves and Configuration Changes](#), at [inside.michigan.gov/dtmb/Work Resources/Policies, Standards & Procedures/All DTMB Policies](http://inside.michigan.gov/dtmb/WorkResources/PoliciesStandards&Procedures/AllDTMBPolicies).

*Reason:* Conversion of former Department of Community Health (DCH) policy 1.1.1.6, Office Space, to the Administrative Policy Manual.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Added Items ...**

[APO 102](#)

[APO 110](#)

[APO 123](#)

[APO 127](#)

[APO 216](#)

**Changed Items ...**

[APO 204](#)

[APO 209](#)